

10/25/10

Refinery Users,

Welcome to Week 3 of our 4<sup>th</sup> Quarter Proactive Event. This week we will be reviewing concepts related to Teamwork with an IIF Thought Provoker. The Thought Provoker can be used independently or in a group setting.

[Click Here to view the Thought Provoker on the IIF Home Page](#)

### 2Q Proactive Event recap – How can we use teamwork to build IIF?

- Communicate... make sure you communicate what you did to make sure the next shift knows what to do, vocalize your concerns, proactively, to understand the scope of the work, to strive for open dialog, by asking questions
- Look out for one another ... and inform each other of hazards, to solve problems, more not less, to cover each other's deficiencies,
- Develop Trust and Respect...in your team, because they go hand in hand, to build and promote a positive attitude,
- Accept... feedback and constructive criticism, recognition
- Share... the right solution, openly, what you have learned from others, knowledge and experiences,
- Provide Support and help... when you are able to, when people need it, to work as a team, as a mentor, so people see their own potential,
- Build Commitment and Accountability... from each of us.

### What personal behaviors Build Teamwork?

Cooperation, Respect, Helping others, Accept criticism, Keep an eye out for the other guy.  
Integrity, Chevron Way Principles, Do what you say you will do, Embrace diversity  
Attitude, pride, ego, Trust, Sharing LPSAs, Utilize skill and expertise of workers, Honesty  
Setting good examples (especially leaders), Courtesy, Collaboration, Positive behaviors, Inclusiveness,  
Sharing, Friendship, Being responsible and accountable.

### What personal behaviors Break Teamwork?

Negativity, Poor communication of status or goals, Ridicule, Bad moods, Not listening, Complacency,  
Attitude, pride, ego, Working in silos, "freelancing", Aggressive attitudes, Rudeness, Uncaring, Blame  
Game, Selfish attitude, Horseplay.

*IIF Leadership Team*